



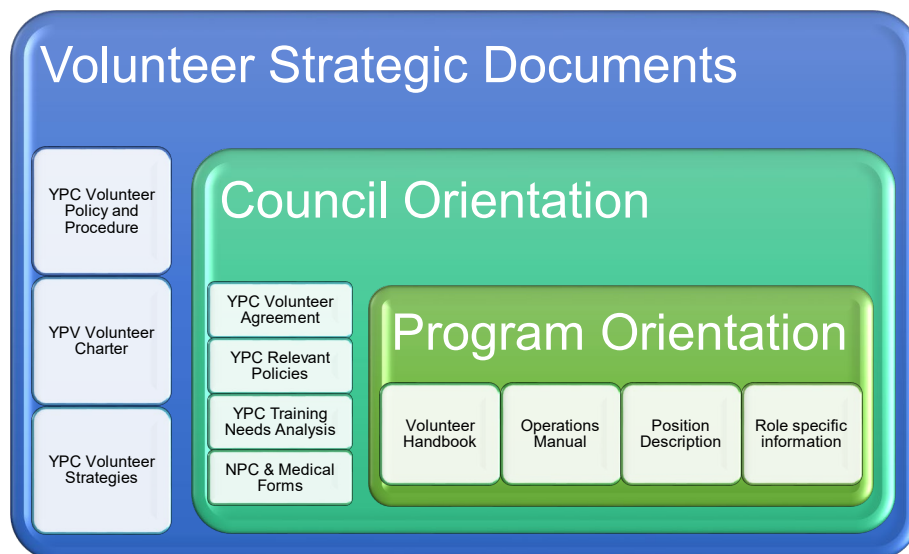
ADMINISTRATIVE POLICY

Volunteer Policy

Policy Number:	PO137		
Strategic Plan Objective:	Goal 5 – Responsible Governance 5.9 Develop programmes and actions to become Employer of Choice		
Policy Owner:	Director Corporate and Community Services	Record Number:	16/14237 - v3.0
Responsible Officer:	Manager People and Culture	Minute Reference:	CMT: 15/01/2019
Date Adopted:	30/01/2019	Next Review Date:	30/01/2023

1. Purpose

This policy sets out the principles adopted by Yorke Peninsula Council and establishes a professional framework to ensure the appropriate and consistent management of volunteers in accordance with the National Standards for Involving Volunteers in Not-for-Profit organisations. It affirms the status and legitimacy of volunteers within the organisation and the Yorke Peninsula community.



2. Scope

This policy applies to all volunteers providing services or expertise to Council as part of the Yorke Peninsula Council's Volunteer Programme. Council is committed to supporting its volunteers by:

- Offering where applicable, appropriate guidance as documented within the Volunteer Handbook and Operation Manual for the consistent management of volunteers engaged in Council volunteer programmes and projects;
- Facilitating opportunities to work alongside Council's employees, to deliver and enhance a broad range of services and programmes offered;
- Provide leadership, support and advocacy for all volunteers to increase volunteer participation through Council run volunteer programmes;
- Encourage and promote volunteering across Council's region in various programmes and projects; and
- Acknowledge, recognise and celebrate the contribution all volunteers make within the community.

Through the future development of the Council's Volunteer Programme, the Yorke Peninsula Council will maintain an ongoing commitment to its involvement with the community and its volunteers.

The following office holders are not defined as volunteers in relation to this Policy:

- the Mayor; or
- Elected Members of Council.

Community representative members of Council Committees and/or Working Parties are not defined as volunteers in relation to this policy unless they engage in duties and/or activities outside of and separate to the meeting structures.

Volunteer programmes run by the Council operate within the overall legislative framework of the *Local Government Act 1999* and the *Work Health Safety Act 2012 (SA)*. Volunteering activities support Council's Strategic Plan and contribute to the Council's 'organisational efficiency and resource management objectives.

3. Definitions

Refer to Appendix 1.

4. Policy Statement

This policy has been prepared for the benefit of members of the public who may volunteer their time with the Council. Council appreciates that volunteers contribute valuable assistance and experience that would otherwise not be available and in turn can themselves gain valuable work experience that will enhance their skills and enable self-fulfilment. It is therefore important that Council encourages the participation of volunteers under supervision, whilst ensuring the safety and security of all parties.

4.1. Recruitment and Selection

Where tasks are identified for voluntary work, it is important to match the volunteer to the work. Volunteer work should be meaningful, not contrived and should never replace the role of a paid worker. Volunteers will be recruited in a non-discriminatory manner ensuring a skills match between the applicant and the competencies contained within the relevant Position Description. In order to achieve this, prospective volunteers will be subject to reference checks to confirm their identity, skills and attributes along with an interview in all cases.

4.2. Screening of Prospective Volunteers

Volunteers engaged by Council will have specific screening requirements which will be determined by their Position Description as some roles may have to adhere to specific legislation for example, volunteers working with children.

In addition, a National Criminal Records Check will be undertaken for all volunteer applicants prior to any placement. Council also reserves the right to carry out criminal records checks on volunteers at any time. Applicants who do not agree to a criminal records check may have their application and/or involvement as a volunteer revoked. National Criminal Records Checks will remain valid for a maximum of three (3) years and shall be renewed prior to the end of that period.

If the National Criminal Records Check confirms a criminal record, the Programme Volunteer Coordinator, in consultation with the Director Corporate and Community Services and/or any other relevant authorities will assess and determine whether or not the applicant is suitable for the volunteering role or continuation of the volunteering role in question.

4.3. Agreement

All volunteers will be issued with a Position Description and a Volunteer Agreement which clarifies the intentions and expectations of both parties in order to avoid any subsequent disputes.

4.4. Code of Conduct

Volunteers are required to comply with the PO014 Mandatory Code of Conduct for Council Employees (Code of Conduct) and this will form part of their induction process. The Code of Conduct sets out the principles and standards of behaviour that are expected of all workers of Council.

4.5. Training and Development

It is essential for volunteers to be properly trained for the role they are expected to carry out. Programme Volunteer Coordinators will ensure that volunteers within their area of responsibility receive and are properly trained with regard to any activity in which they are involved. Volunteers will undertake an orientation and induction process including Work Health and Safety (WHS), will be followed in every case to ensure volunteers understand the environment they are required to work in. Training and development will assist to clarify how the volunteer is expected to carry out their tasks.

4.6. Expenses

Council recognises the diverse volunteering programmes that are undertaken within the Council region and the differing funding arrangements that apply. Volunteers are not expected to incur expenses related to their volunteer role. Reimbursement for expenses is outlined within the relevant Volunteer Handbook that is issued prior to undertaking an orientation and inductions. Any reimbursement can only be made with the prior agreement from their Programme Volunteer Coordinator.

4.7. Liability

For any Council activity undertaken by a volunteer, the Council's public liability/ professional indemnity insurance will apply. Volunteers are not entitled to benefits under the Return to Work Act 2014, but have limited benefits under Councils insurance policies. Volunteers shall be made aware that Councils insurance does not cover them for loss of earnings should they sustain an injury.

Volunteers are not required, under any circumstance, to use their private vehicle for official purposes if they do not wish to do so. In the event that a Council Pool car is not available, a Volunteer can elect to utilise their private vehicle for official purposes. All volunteers who agree to use their own private motor vehicle for Council business purposes must sign Councils Private Motor Vehicle – Approval to Use (SF320) form. Volunteers using their own vehicle for official purposes must have the prior approval from their Programme Volunteer Coordinator.

Volunteers using their own private motor vehicle for Council business are required to have their vehicle registration current and is covered by a comprehensive insurance policy. The volunteer shall be reimbursed per kilometre travelled as determined within Programme Volunteer Handbook. In the event of an accident, Council will not cover the vehicle for damages, but will pay a maximum amount of \$300 towards the insurance excess. In the event that the volunteer is not covered by either form of insurance cover, no financial liability will be accepted by Council.

4.8. Equality

The Council's commitment to diversity and equality applies equally to volunteers and values the contribution made by unpaid volunteers.

4.9. Supervision

Every volunteer will have a Programme Volunteer Coordinator within the Volunteer Programme who they can go to with queries or problems. This is also important for feedback so volunteers know how they are performing. Should a volunteers performance fall below the required level, steps shall be taken to address the performance issues. Standards need to be established and maintained regardless of the status of the individual. Situations of misconduct also need to be similarly managed as being a volunteer does not excuse poor behaviour. However, it must be remembered that volunteers are not bound by any contractual obligations to Council.

4.10. Confidentiality

Volunteers working with Council must keep all privileged information in relation to Council, other employees and clients confidential. However, information affecting the health and safety of clients, employees or others including members of the public shall be reported to the Manager People and Culture.

4.11. Gifts

Volunteers are required to comply with Councils PO150 Gifts and Benefits Policy at all times. Volunteers must never encourage the provision of gifts for services rendered and they must not accept any gifts, benefits or favours which may influence, or be seen to influence their objectivity within their Volunteer role.

4.12. Accidents

Volunteers must report any accidents/incidents, near miss or hazard to the Programme Volunteer Coordinator as soon as possible. Programme Volunteer Coordinators in consultation with the Risk Management Officer will ensure Councils Incident Hazard Reporting and Investigation (SF246) form is completed.

4.13. Work Health Safety

Volunteers, are entitled to work within a safe environment. The Programme Volunteer Coordinator is responsible for promoting Councils WHS policies, procedures and associated documents, where applicable.

Volunteers have a duty of care to:

- Take reasonable care of their health and safety and that of those affected by their activities;
- Comply with any reasonable instruction that is given whilst undertaking their volunteering duties to ensure compliance with the *Work Health Safety Act 2012 (SA)*; and
- Cooperate with any reasonable policy, procedures and associated documents set out by Council that has been notified to the volunteer.

4.14. Absences

Volunteers are expected to perform their roles on a regular and timely basis unless negotiated otherwise. Volunteers must report their absence from work as far in advance as possible so that the Programme Volunteer Coordinator can ensure that alternative arrangements can be made. Continual absenteeism may result in a review of the volunteer's role.

4.15. Performance Appraisal and Feedback

Council is committed to ensure that all volunteers are involved in regular performance appraisals with their Programme Volunteer Coordinator. A range of methods will be used to undertake appraisals, including selection, orientation, on the job and informal training, formal and informal feedback.

Council shall respond to issues raised by volunteers and where appropriate, provide reasonable training and volunteers will be encouraged to contribute to this process.

4.16. Unsatisfactory Performance

In the event a volunteer's performance is not up to standard, deviates from principles and goals of the service, contravenes the rights and responsibilities of volunteers or places a client/ employee or any other person at risk:

- The Programme Volunteer Coordinator will discuss the issue with the volunteer and establish the appropriate standard of conduct with the volunteer; and
- A written record of the meeting shall be kept of the issues discussed and the agreed strategies to support the volunteer to improve their performance. The volunteer will receive a copy.

Deliberate or negligent acts that grossly endanger the safety of others, abuse of a member of the public, misconduct in public, public behaviour or making statements, which are likely to discredit Council, or other similar incidents may result in cessation of the volunteer arrangement immediately.

In the event that a Volunteer believes that their placement has been terminated unfairly, the Volunteer can raise their grievance with Programme Volunteer Coordinator or Manager People and Culture.

Cessation of a 'Volunteer arrangement' can occur by either party giving one (1) week's notice or by mutual agreement by both parties. All Volunteers are to return any materials, files (electronic or otherwise) belonging to the Council prior to leaving.

4.17. Grievances

Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. All grievances shall be handled in a confidential and sensitive manner and where possible, resolved quickly. The following procedure will apply:

1. Should any matter occur which is of concern to a Volunteer, they shall raise the matter with their immediate Programme Volunteer Coordinator.
2. If the issue is not settled to their satisfaction, the Volunteer may raise the matter with the Manager People and Culture.
3. If the issue is still not settled to their satisfaction, the Volunteer may raise the matter with the Director Corporate and Community Services.

Each grievance reported will be taken seriously and people involved will be treated with understanding, fairness and respect. Procedural fairness for all parties will be observed at all times and parties involved in a grievance may request a representative to be present as an independent observer at any planned meeting. The grievance shall remain confidential and only the people who are involved with, or investigating a grievance will have knowledge of an allegation unless the grievance involves allegations of a criminal nature including fraud, which in this case the matter will be referred to South Australian Police.

5. Rights and Responsibilities

5.1. Corporate Management Team

The Corporate Management Team are accountable for:

- ensuring that adequate resources are identified and provided to enact this policy and supporting processes.

5.2. Council Volunteers

Any Council Volunteer has the following rights and responsibilities:

- deemed as 'workers' under the Work Health Safety Act (SA) 2012 and have the same rights and responsibilities as paid workers. Volunteers must adhere to the Work Health and Safety requirements of Council. Volunteers will be instructed on these requirements as part of the induction process;

- do not receive rights under the Return to Work Act 2014, where they are not deemed as employees;
- only deemed to be engaged by Council whilst performing agreed duties for the Council with Council's knowledge;
- be provided with a healthy and safe work environment;
- be interviewed and engaged in accordance with equal opportunity and antidiscrimination legislation;
- be reimbursed for reasonable out-of-pocket expenses as outlined within the Volunteer Handbook;
- be given a copy of this document and any other relevant policies and procedures;
- must not do the work of paid employees during industrial disputes;
- be provided with a Volunteer Position Description and agreed working hours;
- have access to a grievance process (as per this policy);
- be provided with an orientation to the Yorke Peninsula Council and induction to the specific programme for which the Volunteer is working;
- have personal and confidential information dealt with in accordance with legislation; and
- be provided with sufficient training to perform their role.
- shall respect and adhere to Council policies and procedures;
- ensure they are working safely when working in an environment with other Volunteers, paid employees, clients and members of the public;
- provide truthful and accurate information to Council employees, other volunteers and community members;
- perform Volunteer activities in accordance with the agreed position descriptions and working arrangements;
- maintain confidentially; and
- shall attend orientation, induction and other training activities as required.

5.3. Programme Volunteer Coordinators

Programme Volunteer Coordinators are responsible for providing:

- a safe and healthy workplace as far as is practicable for volunteers to perform their role for Council;
- Volunteers with orientation, induction and ongoing supervision;
- Volunteers with all necessary safety information, instruction, personal protective clothing and equipment (as applicable);
- Ensure Volunteer records are saved into the electronic Records Management system;
- training to Volunteers where required;

- treat Volunteers as valuable team members, inform and consult them on matters that affect their work and acknowledge their contributions; and
- facilitate the reporting requirements for any incidents involving Volunteers to the Risk Management Officer.

5.4. Human Resource Officer

The Human Resource Officer is responsible to:

- provide advice to departments engaging volunteers on the requirements in Councils' Background Check (e.g. - working with children, elderly or frail, handling cash or significant access to confidential and/or sensitive corporate information);
- ensure an appropriate level of insurance coverage for volunteers engaged;
- retain confidential volunteer documents according to privacy principles. e.g. registration forms and confirmation of police checks etc.)

6. Training

Council Training Needs Analysis (TNA) shall be used to identify the Volunteer training needs. All volunteers shall have induction and training provided in accordance with the Volunteer's TNA.

7. Complaints

Complaints relating to Volunteering within Council can be made in writing to the Manager People and Culture. All complaints will be managed in accordance with Council's Complaints Policy (PO147) or in the case where the Policy only applies internally and not to the public, via the Grievance process outlined in this Policy.

8. Review

This policy shall be reviewed every four (4) years or as necessary in consideration of any changes to legislation or Council needs.

9. Related Council Policies and Documents

PO014 Mandatory Code of Conduct for Council Employees

PO150 Gifts and Benefits Policy

PO001 WHS & Return to Work Policy

PO026 Fair Treatment Policy

PO147 Complaints Policy

SF246 Incident Hazard Reporting and Investigation Form

SF320 Private Motor Vehicle – Approval to Use

YPC Volunteer Agreement

YPC Volunteer Charter

YPC Volunteer Confidentiality Agreement

YPC Volunteer Position Descriptions

YPC Volunteer Registration Form
YPC Volunteer Training Needs Analysis
Yorke Peninsula Leisure Options (YPLO) Induction Checklist
YPLO Volunteer Handbook and Operations Manual

10. References and Legislation

Age Discrimination Act 2004
Children’s Protection Act 1993
Protection Regulations 2010
Disability Discrimination Act 1992
Equal Opportunity Act 1984 (SA)
Human Rights Commission Act 1986
Local Government Act 1999
National Standards for involving Volunteering in Not-For-Profit Organisations –
Volunteering Australia
Privacy Act 1988
Racial Discrimination Act 1975
Return to Work Act 2014
Sex Discrimination Act 1984
Volunteer Protections Act
Work Health Safety Act 2012 (SA)
Work Health Safety Regulations 2012
Workplace Gender Equity Act 2012

11. Council Delegation

Details of Delegation:	Chief Executive Officer
Delegate:	Nil

12. Document History

Version No	Issue Date	Description of Change
1.0	11/09/2009	New Policy
2.0	12/2015	Minor Review
3.0	30/01/2019	Change to four yearly review period, delete document references to YPVIC, update minor document references,

Version No	Issue Date	Description of Change
		add Records Management item under 5.3 and change responsibility title for 5.4.

Appendix 1 – Definitions

Grievance	Disputes or problems with any act, behaviour, omission, situation or decision relating to the volunteering role. It may include discrimination, workplace harassment, bullying or other issues that relate to the workplace environment.
Programme Volunteer Coordinator	Allocated Council officer who is responsible for the management and supervision of the volunteer.
Volunteering Activities	Takes place in not for profit organisations or projects and is: <ul style="list-style-type: none">• of benefit to the community;• done of one's own free will and without coercion; and• done without monetary reward.
Volunteer	People who undertake activities: <ul style="list-style-type: none">• Of their own free will;• Without payment;• Which will be of benefit to the community; and• Which complement but do not replace the activities of paid staff.
Volunteer Programme	The designated area within Council that the volunteer will be allocated for example, Yorke Peninsula Leisure Options.
Worker	As defined in the WHS Act 2012 (SA)